



UNIVERSITY OF EMBU

OFFICE OF THE LIBRARIAN

LIBRARY DEPARTMENT DELIVERY SERVICE CHARTER

S/NO.	SERVICES RENDERED	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINE
1.	Response to phone calls	Make a phone call	Free	15 seconds
2.	Response to enquiry by walk in clients	Visit the library and make enquiry	Free	1 minute
3.	Response to public complains and grievances	Written correspondence - letters Email and social media	Free	5 working days 1 working day
4.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
5.	Student Registration	University ID Nominal Roll	Free	Five Minutes Two weeks after registration
6.	Staff Registration (Part-time)	University Staff ID Introduction from CoD National ID	Free	5 Minutes
7.	Clearance	Clearance Form University ID	Free	5 Minutes
8.	Lending	University ID/ National ID	Free	2 Minutes
9.	Registration of MyloFt	Individual corporate email/ Student email	Free	Immediate
10.	Reference & enquiry services	Request	Free	Immediate
11.	Library ICT user support	University ID	Free	10 Minutes
12.	Information Literacy Training including E-resources, Turnitin,	Request or Schedule	Free	Within two working days/ dates agreed

	Referencing and citation			upon
13.	Checking anti-plagiarism request	University e-mail	Free	One working day
14.	Binding	Request for Manilla or Spiral binding	Ksh.60	1 working Day
15.	Photocopying	Request	KES 5 per leaf	immediately
16.	printing	request	KES 7 per leaf	Immediately
17.	Scanning	Request	KES 6 per leaf	Immediately
18.	Passport printing	Request	2 for KES 100 4 for KES 200	Immediately
19.	External users using the library	Request	1 Day KES 100 1 month KES1000/ 1 year KES 2000/	Upon approvals and payment

Approved By: Dr. James Njue Sign:

Date:

University Librarian